



Kingman FIRE DEPARTMENT

Monthly Performance Report March 2019



This report is designed to be comprehensive of performance and provide a realistic snapshot of service delivery as well as the ability to provide information that is more readily analyzed in comparison to timeframes, locations, and other pertinent comparisons. The foundation of the Kingman Fire Department is service delivery and the leadership of the organization is "committed" to ensuring that the service level of both proactive and reactive services is continuously improving and innovative in process implementation and service delivery. This report identifies distinguishable data in each division of the department allowing for a comprehensive look at the organization regardless of area of interest as obviously one division reflects the others as well as the organization as a whole. The level of calls that the Kingman Fire Department handles in any given day is that testament to the concept and the change in service delivery that must be increased within the city to ensure the level of service to the community.

PERSONNEL INFORMATION

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FIRE DEPARTMENT ADMINISTRATION & OPERATIONS STAFF

Department/Shift	A	B	C	ADMIN	TOTAL	Haz Mat	Paramedic	TRT
Command Staff	-	-	-	5	5	2	1	-
BC—Operations	1	1	1	-	3	3	3	1
Captain	4	3	4	-	11	5	8	3
Engineer	4	4	4	-	12	7	9	1
Firefighter	5	6	6	-	17	6	5	3
Part Time FF/POC	-	-	-	12	12	-	2	-
TOTAL	14	14	15	17	60	23	28	8

FY 2019 POSITIONS—Authorized / Actual

KFD Personnel	Authorized	Actual
Fire Chief	1	1
Assistant Chief	2	2
Battalion Chief-Administration	2	2
Battalion Chief-Operations	3	3
Fire Captain	12	11
Fire Engineer	12	12
Firefighter	18	17
POC (Part Time) Firefighter	25	12
Fire Prevention Specialist	2	2
Administrative Assistant	2	2
Building Official	1	1
Sr. Building Inspector	2	2
Building & Life Safety Inspector	2	2
Permit Technician	1	1
Crew Leader	1	1
Fire Maintenance Worker	2	2
Communications Manager	1	1
Communications Supervisor	4	4
Public Safety Telecommunicator	11	7
TOTAL	104	85

FIRE DEPARTMENT

Fire Chief	1
Assistant Chief	2
Battalion Chief—Administration	2
Battalion Chief—Operations	3
Fire Captain	11
Fire Engineer	12
Firefighter	18
POC	12
Administrative Assistant	2
TOTAL	63

BUILDING & LIFE SAFETY DEPARTMENT

Building Official	1
Building Inspector	2
BLS Inspector	2
Fire Prevention Specialist	2
Permit Technician	1
TOTAL	8

9-1-1 COMMUNICATIONS DEPARTMENT

Communications Manager	1
Communication Supervisor	4
Telecommunicator	7
TOTAL	12



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PERSONNEL INFORMATION

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Breakdown of Hours	A-Shift	B-Shift	C-Shift	POC	Dispatch	Fire Admin	BLS	Total by Hour
Working Hours								
OT Hrs—Reg Sched								
OT Hrs—Shift Cover								
OT Hours—Mandatory								
OT Hours—Comm Trng								
OT Hours—FLSA								
Working Shift (POC)								
Working Squad (POC)								
Vacation Hours								
Sick Hours								
Light Duty Hours								

Data unavailable due to MUNIS Time Entry implementation

Shift Personnel OT

Data unavailable due to MUNIS Time Entry implementation

h OT Graph

The Mission of the Kingman Fire Department

- ◆ To provide the highest level of emergency response and effective prevention to preserve the life, property, and well-being of our community.

The Vision of the Kingman Fire Department

- ◆ To become widely recognized as a department which demonstrates excellence in the delivery of its services.
- ◆ Honor our community's trust by demonstrating our commitment to duty.
- ◆ Strive to continually improve services and programs to the community, ensuring they are made available and are clearly understood by our stakeholders.
- ◆ Proactively identify and analyze our community's risks, thereby maintaining an efficient response model.
- ◆ Continue to build strong relationships and consistent collaboration with our regional partners and support agencies.
- ◆ Maintain an internal culture that reflects a diverse, respectful and professional atmosphere, nurtured by transparency as well as cooperative and evolving internal communication processes.
- ◆ To develop comprehensive training, professional development and succession planning to ensure the future success of Kingman Fire Department.



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OPERATIONS REPORT

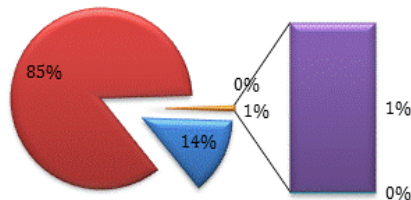
3

INCIDENT BREAKDOWN

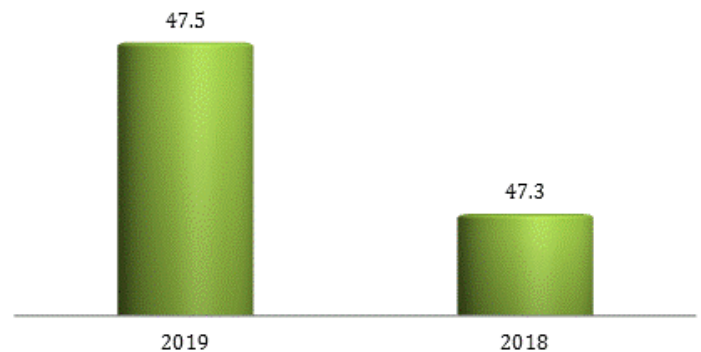
Incident Type	Mar 2019	Mar 2018	% of Chg	2019 YTD	2018 YTD	% of Chg
Total FIRE Incidents	98	101	↓3%	262	269	↓3%
EMS Response	608	576	↑5%	1675	1614	↑4%
Residential Structure Fires	8	4	↑50%	15	9	↑40%
Commercial Structure Fires	2	3	↓33%	6	4	↑33%
Vehicle Fires	2	4	↓50%	9	11	↓22%
Brush Fires	7	8	↓13%	13	18	↓38%
Dumpster Fires	11	1	↑91%	17	1	↑94%
Other Fire	68	81	↓16%	202	226	↓12%
False Alarm Response	-	-	-	-	-	-
Hazardous Condition	7	2	↑71%	20	16	↑20%
Other Resp/Admin	-	-	-	4	-	↑100%
Total Incidents	713	679	↑5%	1961	1899	↑3%

Incident Breakdown by %
Total Incidents: 713

■ Fire Incident Total ■ EMS Response ■ False Alarm Response
■ Hazardous Condition ■ Other Resp/Admin



Total Average Calls - 15 FF per Shift



Performance by Shift	All Incidents	Dispatch		Turnout		Travel		Total Response	
		90th%	Comp%	90th%	Comp%	90th%	Comp%	90th%	Comp%
BENCHMARKS		1:30	90%	1:00	90%	4:00	90%	8:00	90%
A-Shift	236	1:20	94%	0:59	90%	7:09	47%	9:02	81%
B-Shift	233	1:18	94%	1:03	88%	7:37	36%	9:57	74%
C-Shift	244	1:23	92%	1:10	84%	7:59	41%	9:48	72%
Total	713	1:26	91%	1:04	87%	7:36	42%	9:42	76%

Shift	Total Calls	Total Calls	Calls/FF	Calls/FF	% Change	Calls/FF 2019 YTD
A (15)	236	208	15.73	14.86	↑6%	43.60
B (15)	233	209	15.53	14.93	↑4%	42.20
C (15)	244	262	16.27	17.47	↓7%	44.93
Total	713	679	47.53	47.30	↑1%	15.84



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Total Calls for the month of March 2019: 713

2019 YTD: 1961

Total AMR Calls for the month of March 2019: 118

2019 YTD: 340

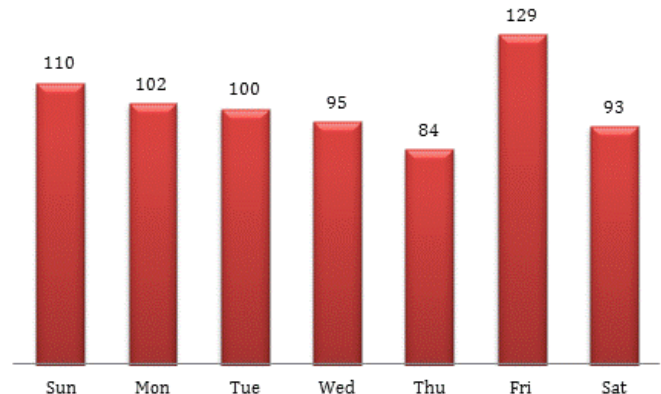
Squad 2 Calls for the month of March: 46

July 1, 2018 to date: 276

TOTAL INCIDENTS BY DISTRICT						
District	Mar 2019	Mar 2018	% Change	2019 YTD	2018 YTD	% Change
21	93	70	↑25%	255	220	↑14%
21A	1	88	↓99%	2	89	↓98%
TOTAL	94	158	↓68%	257	309	↓17%
22	72	1	↑99%	201	170	↑15%
22A	142	152	↓7%	408	418	↓2%
22B	25	10	↑60%	67	34	↑49%
22C	2	1	↑50%	3	6	↓50%
22D	3	11	↓73%	21	22	↓5%
TOTAL	244	175	↑28%	700	650	↑7%
23	181	160	↑12%	489	398	↑19%
23A	66	60	↑9%	196	199	↓2%
23B	-	1	↓100%	1	1	-
TOTAL	247	221	↑11%	686	598	↑13%
24	94	96	↓2%	249	250	0%
25	17	18	↓6%	39	61	↓36%
Out District	17	11	↑35%	30	31	↓3%
Total	713	679	↑5%	1961	1899	↑3%

CALLS BY DAY OF WEEK				
Day	Mar 2019	Mar 2018	% by Day	2019 YTD
Sunday	110	75	15%	245
Monday	102	86	14%	274
Tuesday	100	96	14%	320
Wednesday	95	105	13%	310
Thursday	84	123	12%	276
Friday	129	100	18%	293
Saturday	93	94	13%	243
TOTAL	713	679	36%	1961

Total Incidents by Day of the Week



AUTOMATIC AID BREAKDOWN					
Mutual Aid	Dept.	Mar 2019	2019 YTD	2018 YTD	% YTD Change
Given	NACFD	2	12	No data	No data
Given	GVFD	14	15	No data	No data
Received	NACFD	14	26	No data	No data
Received	GVFD	2	3	No data	No data
Received	PPFD	0	2	No data	No data

Fire Incidents by Category	Mar 2019	% All Incidents	2019	2018	YTD % Chang
EMS	1129	85%	3189	3124	↑2%
Fire	196	15%	558	557	0%
HazMat	8	1%	33	36	↓9%
Tech Rescue	-	-	-	-	-
Other	-	-	2	-	↑100%
Total	1333	100%	3782	3717	↑2%



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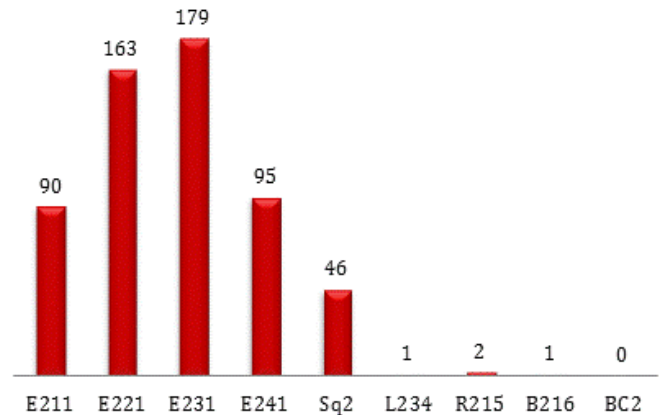
OPERATIONS REPORT

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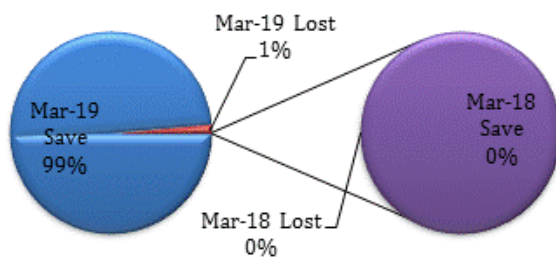
Total Responses by KFD Apparatus
(does not include canceled calls)

Unit	Mar 2019	2019 YTD	% Per Unit
E211	90	225	13%
E221	63	438	23%
E231	179	485	25%
E241	95	245	13%
Squad 2	46	157	6%
L234	1	4	0%
R215	2	11	0%
B216	1	1	0%
BC2	-	5	0%
AMR	118	222	17%
Other/Admin	17	32	2%

713 Total Incidents Responded to by Apparatus



**High-Moderate-Low Risk Fire
Save/Loss Value - 2019 vs. 2018**



■ Mar-19 Save ■ Mar-19 Lost ■ Mar-18 Save ■ Mar-18 Lost

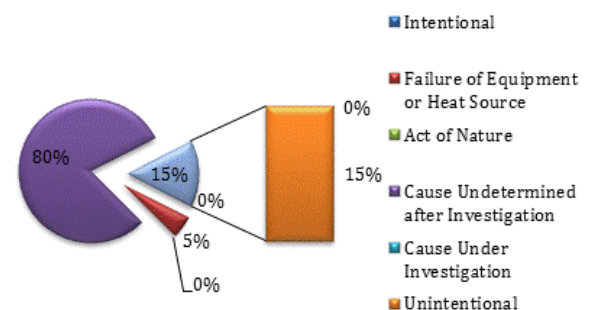
Property Value—Fire Incidents	Mar 2019	Mar 2018	% Change
Fire Incidents Total	20	2	↑90%
Fire Incidents with Property Damage	5	2	↑40%
Total Dollar Value of Property	\$27,933	n/a	-
Total Dollar Amount of Property Saved	\$958,067	n/a	-
Total Property Saved	15	n/a	-

Confined vs. Non-Confined Fires	Confined	Non-Confined
Residential Fires	2	-
Commercial Fires	1	-

Fire Outcomes	Benchmark	Mar 2019
Water on Fire	-	5.08
Primary All Clear	-	-
Secondary All Clear	-	-
Lost Stopped	-	-
Fire Out	-	8:11

Cause of Ignition	# of Incidents	% of Total
Intentional	-	-
Failure of Equipment or Heat Source	1	5%
Act of Nature	-	-
Cause Undetermined after Investigation	16	80%
Cause Under Investigation	-	-
Unintentional	3	15%

Cause of Ignition Breakdown March 2019



Structure Smoke Detectors

Detector Presences Status	Count
Present	1
Not Present	1
Undetermined	1



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Number of Incidents	Total Pre-Incident Property Value	Total Pre-Incident Content Value	Total Pre-Incident Value	Average Value
20	\$878,500	\$107,500	\$986,000	\$49,300
Number of Incidents	Total Property Loss	Total Content Loss	Total 2019 Losses	Average Loss
20	\$25,433	\$2,500	\$27,933	\$1,397

High Risk Fire—Fire Suppression (Commercial Structure/Residential Structure)

Incident Address	Date of Incident	DR #	Pre-Incident Property Value	Pre-Incident Content Value	Pre-Incident Total	Property Loss Value	Contents Loss Value	Loss Total
2527 Chicago Avenue	03/18/19	19-1646	\$75,000	\$2,500	\$77,500	\$10,000	\$2,500	\$12,500
3250 E Andy Devine Avenue	03/26/19	19-1865	\$750,000	\$100,000	\$850,000	\$0	\$0	\$0
805 Windsor Avenue	03/26/19	19-1860	\$30,000	\$5,000	\$35,000	\$0	\$0	\$0

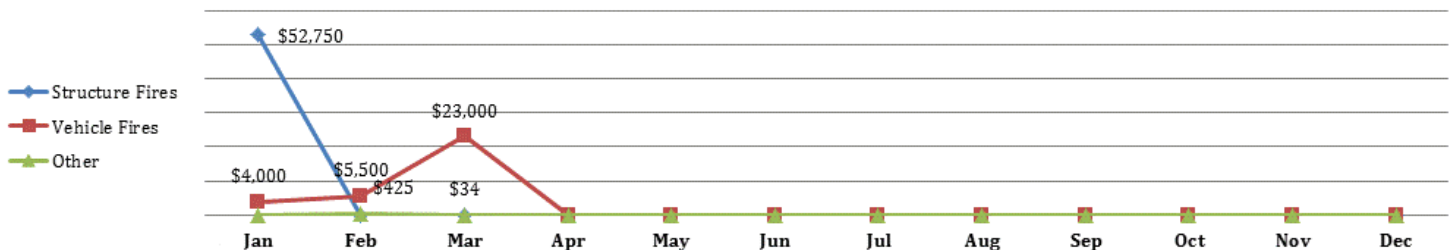
Moderate Risk Fire—Fire Suppression (Commercial Vehicle Fires)

Incident Address	Date of Incident	DR #	Pre-Incident Property Value	Pre-Incident Content Value	Pre-Incident Total	Property Loss Value	Contents Loss Value	Loss Total
-	-	-	-	-	-	-	-	-

Low Risk Fire—Fire Suppression (Brush, Dumpster, Passenger Vehicle Fires)

Incident Address	Date of Incident	DR #	Pre-Incident Property Value	Pre-Incident Content Value	Pre-Incident Total	Property Loss Value	Contents Loss Value	Loss Total
2730 E Andy Devine Avenue	03/03/19	19-1291	\$15,000	\$0	\$15,000	\$15,000	\$0	\$15,000
3396 N Stockton Hill Road	03/17/19	19-1612	\$0	\$0	\$0	\$0	\$0	\$0
799 S Old Trails Rd, Apt Blk	03/30/19	19-1942	\$0	\$0	\$0	\$0	\$0	\$0
400 S Hwy 66, Apt Block	03/02/19	19-1281	\$0	\$0	\$0	\$0	\$0	\$0
E Hualapai Mtn Rd/E Mission Blvd	03/04/19	19-1312	\$0	\$0	\$0	\$0	\$0	\$0
N Burbank St/N Airway Avenue	03/04/19	19-1315	\$500	\$0	\$500	\$33	\$0	\$33
3360 E Andy Devine Avenue	03/17/19	19-1623	\$500	\$0	\$500	\$0	\$0	\$0
3487 N Stockton Hill Road	03/30/19	19-1934	\$500	\$0	\$500	\$0	\$0	\$0
510 Simon Avenue	03/24/19	19-1796	\$0	\$0	\$0	\$0	\$0	\$0
3487 N Stockton Hill Road	03/10/19	19-1451	\$500	\$0	\$500	\$0	\$0	\$0
3320 N Stockton Hill Road	03/05/19	19-1363	\$500	\$0	\$500	\$50	\$0	\$50
2505 E Hualapai Mountain Road	03/17/19	19-1634	\$500	\$0	\$500	\$0	\$0	\$0
400 E Andy Devine Avenue	03/19/19	19-1667	\$0	\$0	\$0	\$0	\$0	\$0
2505 E Hualapai Mountain Road	03/19/19	19-1670	\$0	\$0	\$0	\$0	\$0	\$0
2307 N Stockton Hill Road	03/21/19	19-1743	\$0	\$0	\$0	\$0	\$0	\$0
2535 E Hualapai Mountain Road	03/03/19	19-1305	\$500	\$0	\$500	\$50	\$0	\$50
3715 N Wells Street	03/29/19	19-1913	\$5,000	\$0	\$5,000	\$300	\$0	\$300

Trend of \$\$ Loss in 2019





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EMS REPORT

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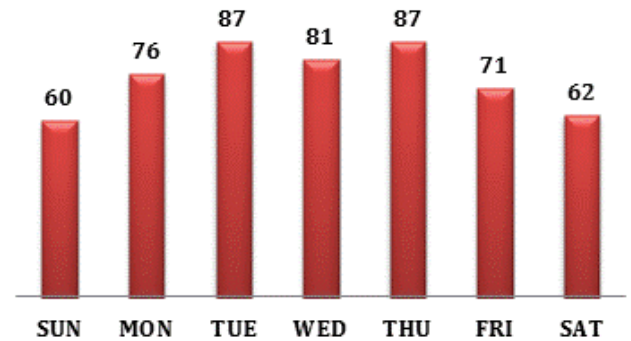
EMS Calls per Station	EMS	% for Month	2019 YTD
Station 1	79	16%	195
Station 2	179	37%	519
Station 3	151	31%	409
Station 4	81	17%	205

AMR Only Responses	CALLS	% YTD	2019 YTD
EMS Response—KFD	490	31%	1557
EMS Response—AMR	118	35%	340

KFD & AMR total Responses: 608 KFD responded to 81%

EMS TOP 10 DETERMINANTS				
CALL TYPE	2019	2018	Variance %	2019 YTD
Breathing Problem—Delta	54	52	↑4%	104
Chest Pain—Delta	36	22	↑39%	86
Psychiatric—Bravo	26	39	↓33%	63
Sick Person—Charlie	26	32	↓23%	51
Falls—Bravo	31	43	↓39%	41
Sick Person—Alpha	43	53	↓23%	52
Unconscious/Fainting—Delta	21	26	↓24%	41
Breathing Problem—Charlie	-	-	-	37
Falls—Alpha	31	18	↑42%	45
Unknown Problem—Bravo	21	26	↓24%	58

EMS Incidents by Day of Week



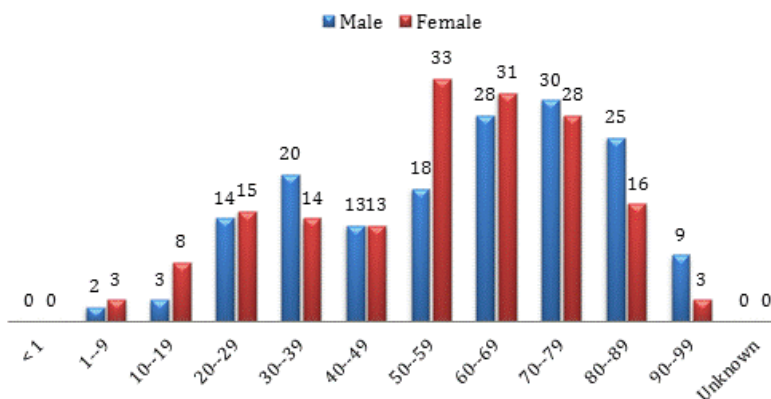
EMS Supply Costs

Vendor	Mar 2019	YTD 2019
Bound Tree	\$405.12	\$108.84
Life-Assist	\$1,033.82	\$2241.52

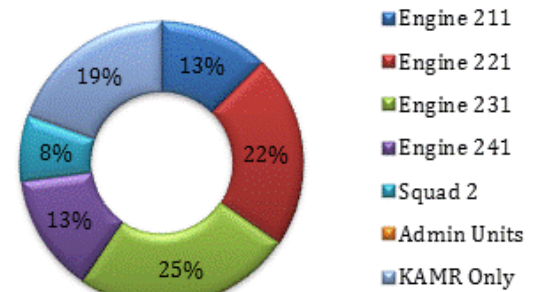
EMS Incidents by Type

Type	KRMC Alert	Mar 2019	% of all EMS Incidents	2019 YTD
Cardiac Arrest	-	6	1.0%	34
STEMI	1	3	0.5%	11
Stroke	3	9	1.5%	21
Falls/Trauma	12	55	9.0%	102
Naloxone Usage	-	5	0.8%	12
Sepsis	-	3	0.5%	11

Patients by Age Group and Gender - Mar 2019



EMS Calls by Unit





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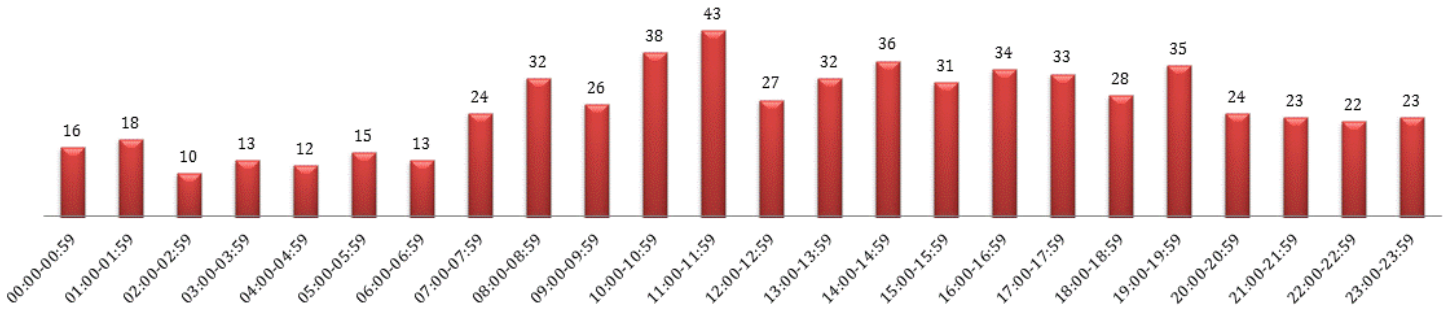
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EMS REPORT

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EMS Incidents by Hour



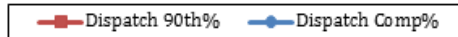
EMS PERFORMANCE by RISK

RISK	EMS Incidents	Dispatch		Turnout		Travel		Total Response	
		90th%	Comp%	90th%	Comp%	90th%	Comp%	90th%	Comp%
BENCHMARKS		1:30	90%	1:00	90%	4:00	90%	8:00	90%
HIGH-Charlie, Delta, & Echo	319	1:18	94%	1:02	885	7:09	41%	9:14	79%
MODERATE-Bravo	135	1:21	92%	1:00	91%	8:08	43%	9:57	69%
LOW-Alpha, Omega, & Public Assist	154	1:16	94%	1:01	93%	8:46	38%	11:30	61%
Total	608	1:18	94%	1:01	90%	7:35	41%	9:42	75%

EMS Performance by RISK

DISPATCH

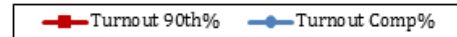
Benchmarks: 90th% - 1:30 Comp% - 90%



EMS Performance by RISK

TURNOUT

Benchmarks: 90th% - 1:00 Comp% - 90%



EMS Performance by RISK

TRAVEL

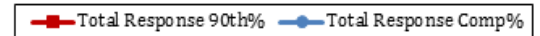
Benchmarks: 90th% - 4:00 Comp% - 90%



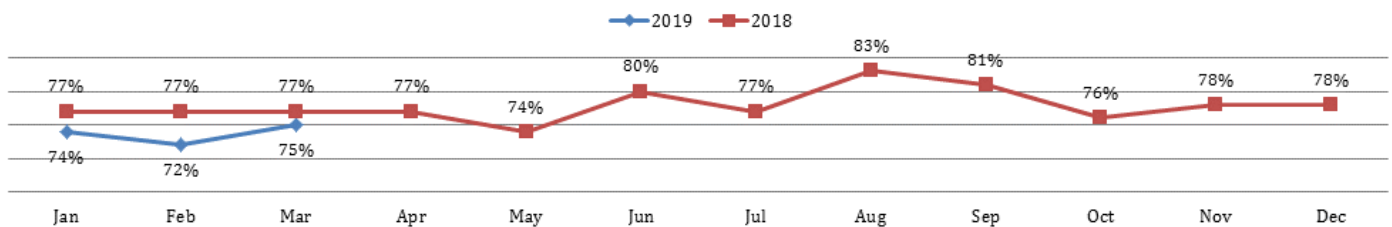
EMS Performance by RISK

TOTAL RESPONSE

Benchmarks: 90th% - 8:00 Comp% - 90%



Total Response Time Compliance%- EMS CALLS





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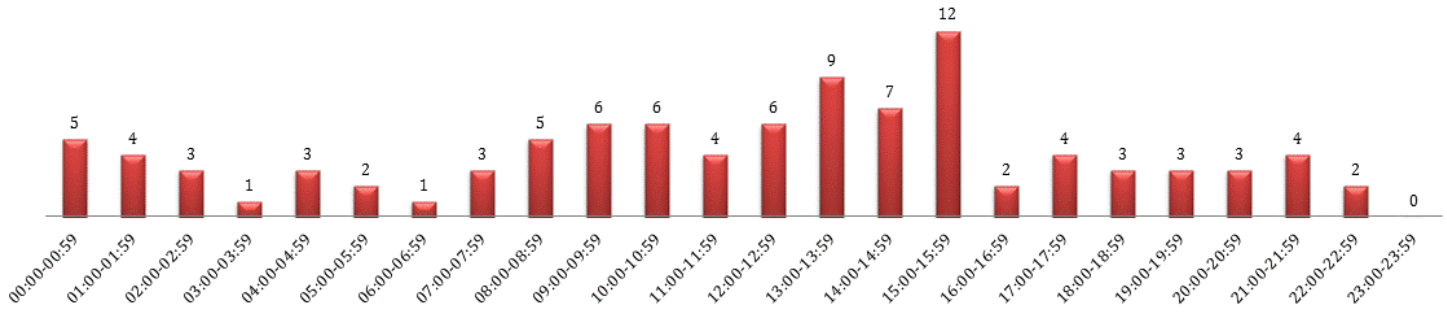
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FIRE REPORT

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Fire Incidents by Hour



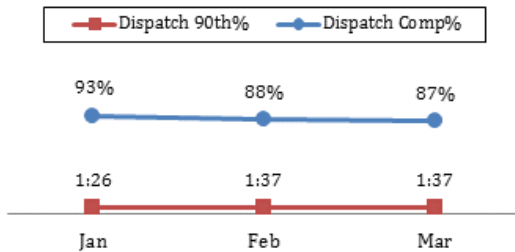
FIRE PERFORMANCE by RISK

RISK	Fire Incidents	Dispatch		Turnout		Travel		Total Response	
		90th%	Comp%	90th%	Comp%	90th%	Comp%	90th%	Comp%
BENCHMARKS		1:30	90%	1:00	90%	4:00	90%	8:00	90%
HIGH-Charlie, Delta, & Echo	10	1:35	80%	1:22	33%	7:07	43%	7:20	83%
MODERATE-Bravo	0	-	-	-	-	-	-	-	-
LOW-Alpha, Omega, & Public Assist	88	1:37	88%	1:20	76%	6:59	0%	9:22	80%
Total	98	1:37	87%	1:20	69%	7:18	49%	8:57	80%

Fire Performance by RISK

DISPATCH

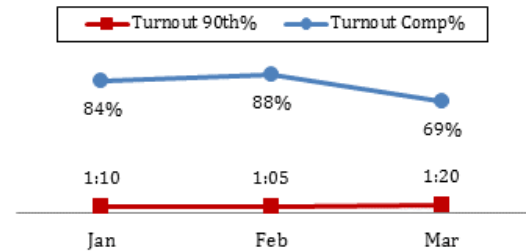
Benchmarks: 90th% - 1:30 Comp% - 90%



Fire Performance by RISK

TURNOUT

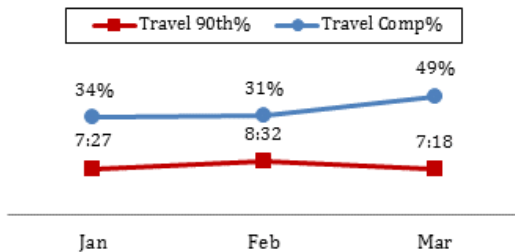
Benchmarks: 90th% - 1:30 Comp% - 90%



Fire Performance by RISK

TRAVEL

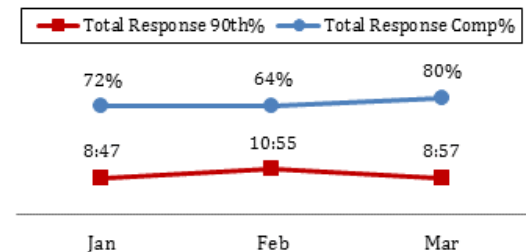
Benchmarks: 90th% - 1:30 Comp% - 90%



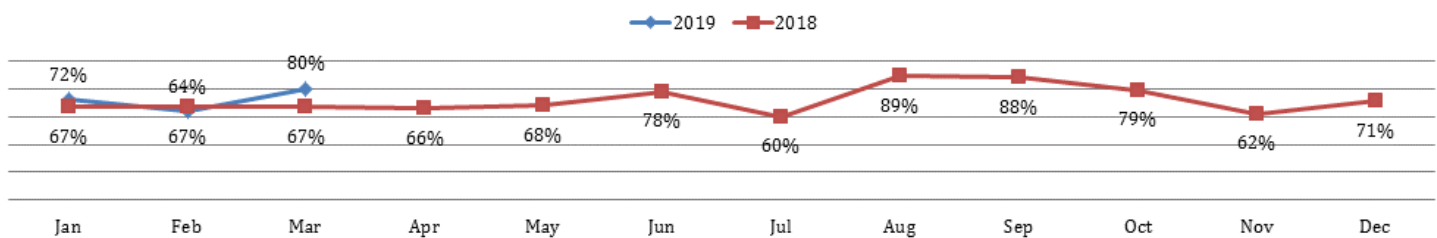
Fire Performance by RISK

TOTAL RESPONSE

Benchmarks: 90th% - 8:00 Comp% - 90%



Total Response Time Compliance% - FIRE CALLS





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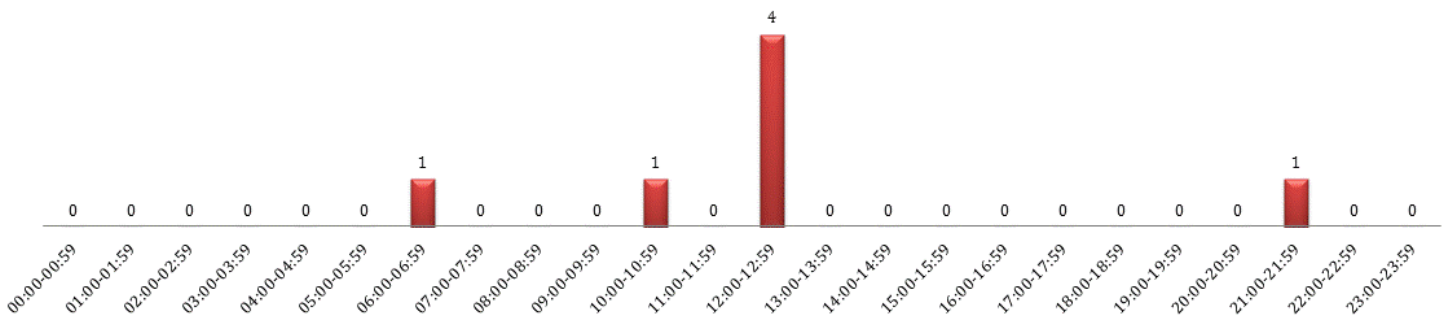
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HAZMAT REPORT

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HazMat Incidents by Hour



HAZMAT PERFORMANCE by RISK

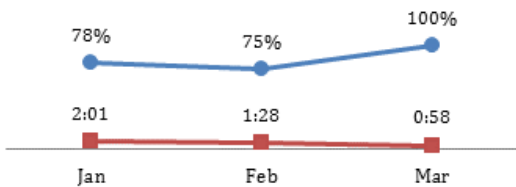
RISK	HazMat Incidents	Dispatch		Turnout		Travel		Total Response	
		90th%	Comp%	90th%	Comp%	90th%	Comp%	90th%	Comp%
BENCHMARKS		1:30	90%	1:00	90%	4:00	90%	8:00	90%
HIGH-Charlie, Delta, & Echo	0	-	-	-	-	-	-	-	-
MODERATE-Bravo	6	1:01	100%	1:04	83%	9:13	33%	10:43	67%
LOW-Alpha, Omega, & Public Assist	1	0:42	100%	0:13	100%	4:48	0%	5:43	100%
Total	7	0:58	100%	1:03	86%	8:47	29%	10:13	71%

HazMat Performance by RISK

DISPATCH

Benchmarks: 90th% - 1:30 Comp% - 90%

Dispatch 90th% (red line with square markers) Dispatch Comp% (blue line with circle markers)

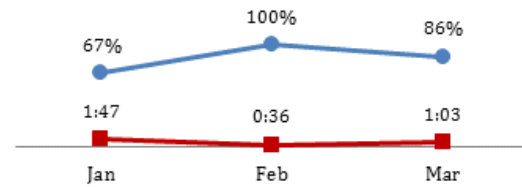


HazMat Performance by RISK

TURNOUT

Benchmarks: 90th% - 1:00 Comp% - 90%

Turnout 90th% (red line with square markers) Turnout Comp% (blue line with circle markers)

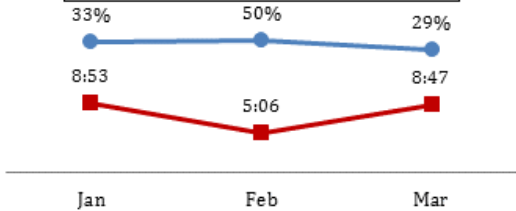


HazMat Performance by RISK

TRAVEL

Benchmarks: 90th% - 4:00 Comp% - 90%

Travel 90th% (red line with square markers) Travel Comp% (blue line with circle markers)

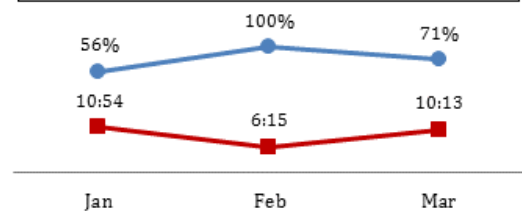


HazMat Performance by RISK

TOTAL RESPONSE

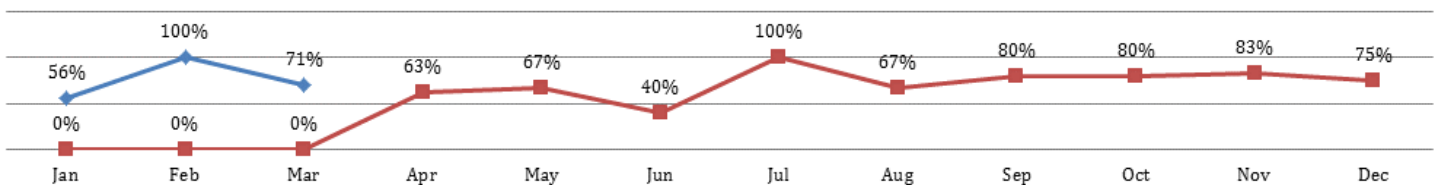
Benchmarks: 90th% - 8:00 Comp% - 90%

Total Response 90th% (red line with square markers) Total Response Comp% (blue line with circle markers)



Total Response Time Compliance%- HAZMAT CALLS

2019 (blue line with circle markers) 2018 (red line with square markers)





Kingman FIRE DEPARTMENT

Monthly Performance Report March 2019



UTSETIN—CARDIAC SURVIVABILITY REPORT

11

CARDIAC EVENT, WITNESSED

Group Total	
Resuscitations Attempted	
Pre-Arrival CPR	
Initial Rhythm	
Asystole	
VF/VT	
Other Rhythm	
ROSC for Group	
ROSC % for Group	

Public Access Defibrillator (AED)

Available	
Cardiac Arrest with Bystander CPR performed	
Cardiac Arrest with ROSC	
Automatic Cardiac Arrest with ROSC	

*Complete Data
Collection Unavailable*

CARDIAC EVENT, NOT WITNESSED

Group Total	
Resuscitations Attempted	
Pre-Arrival CPR	<u>ROSC</u>
Initial Rhythm	
Asystole	
VF/VT	
Other Rhythm	
ROSC for Group	
ROSC % for Group	

Cardiac Arrest Calls

Cardiac Arrest - Cardiac Event	
Cardiac Arrest - Trauma Event	
Resuscitations Attempted	

CPR CERTIFICATIONS ISSUED MAR 2019

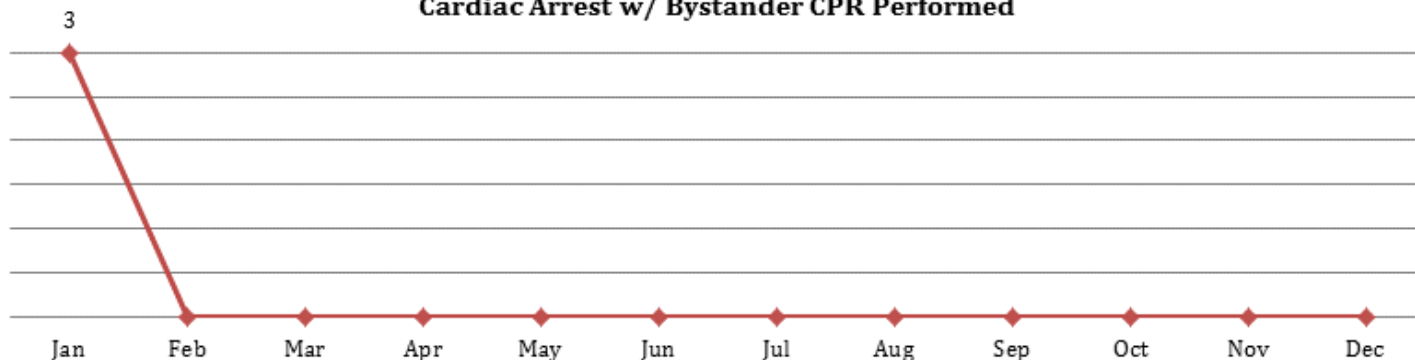
BLS	9
Heartsaver	-
AED	9
Friends & Family	-
Hands Only	49
Total	67

CARDIAC EVENT, WITNESSED by EMS

Group Total	
Resuscitations Attempted	
Bystander CPR	<u>ROSC</u>
Initial Rhythm	
Asystole	
VF/VT	
Other Rhythm	
ROSC for Group	
ROSC % for Group	

Community Risk Reduction is still on the path to enhance our communities need for increasing our overall survival rate when it comes to cardiac arrest. We were able to reach 49 citizens and bestow the importance of Hands Only CPR and difference they could make in the beginning stages of a cardiac arrest. 9 BLS Certifications were issued at the BLS level. We have worked closely with our City's Parks & Rec Department setting up and scheduling classes to provide certifications to our citizens.

Cardiac Arrest w/ Bystander CPR Performed





Kingman FIRE DEPARTMENT

Monthly Performance Report March 2019

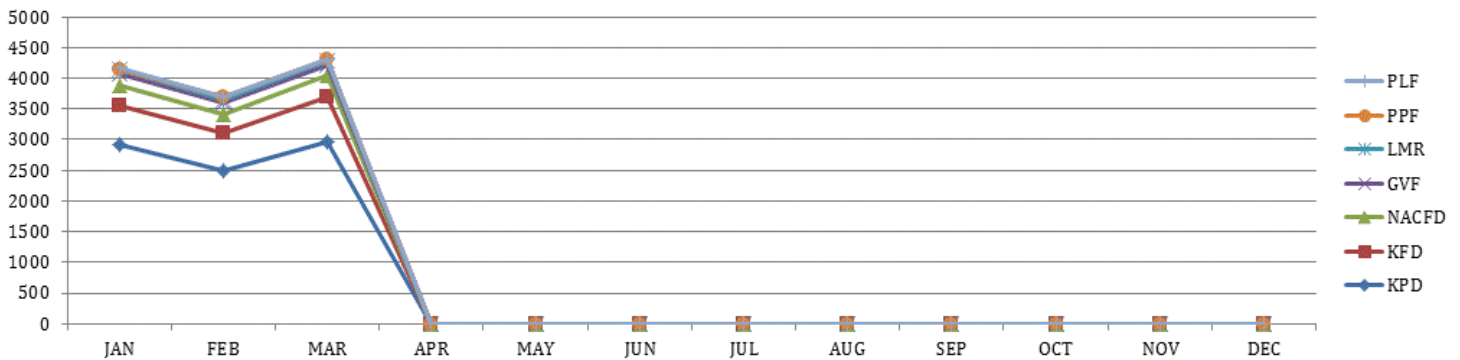
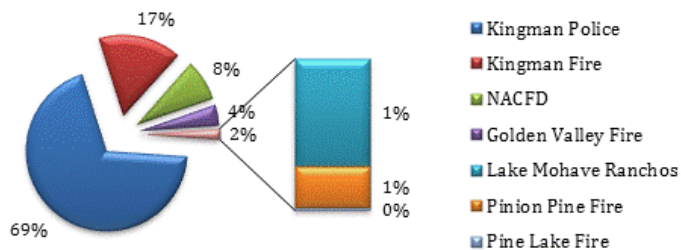


COMMUNICATION CENTER REPORT

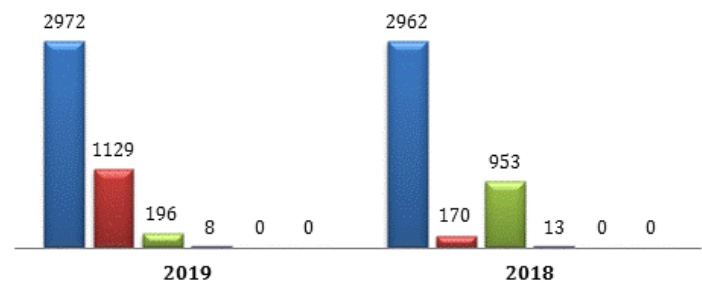
12

Communication Center Calls for Service by Agency	2019 YEAR-TO-DATE		POLICE	EMS	FIRE	HAZMAT	OTHER	2019 Total	2018 Total
City of Kingman Police	8375	68.9%	2972	-	-	-	-	2972	9628
City of Kingman Fire	1961	16.1%	-	608	98	7	-	713	1899
Northern Arizona Consolidated Fire	1001	8.2%	-	297	53	1	-	351	1023
Golden Valley Fire	537	4.4%	-	151	26	-	-	177	535
Lake Mohave Ranchos	198	1.6%	-	58	8	-	-	66	202
Pinion Pine Fire	77	0.6%	-	14	11	-	-	25	54
Pine Lake Fire	10	0.1%	-	1	-	-	-	1	4
TOTAL	12159	100%	2972	1129	196	8	-	4305	13345

of Agency Calls 2019 Trend

9-1-1 Communication Calls Per Agency
March 2019 UP 5% from March 2018Percentage of Calls per Agency
Total Calls for March: 4305

■ Police ■ EMS ■ Fire ■ HAZMAT ■ Tech Rescue ■ Other



Alarm Handling by Agency	Incidents	Handling Time	Dispatch Time	Alarm Handling	Compliance %
Kingman Fire	692	1:04	0:34	1:26	91%
Northern AZ Consolidated Fire	325	0:59	0:31	1:19	94%
Golden Valley Fire	151	1:15	0:43	1:43	85%
Lake Mohave Ranchos	61	1:21	0:46	2:04	81%
Pinion Pine Fire	16	1:07	0:25	3:08	87%
Pine Lake Fire	1	0:00	0:00	6:50	0%
TOTAL	1246	1:06	0:35	1:29	91%



Kingman FIRE DEPARTMENT

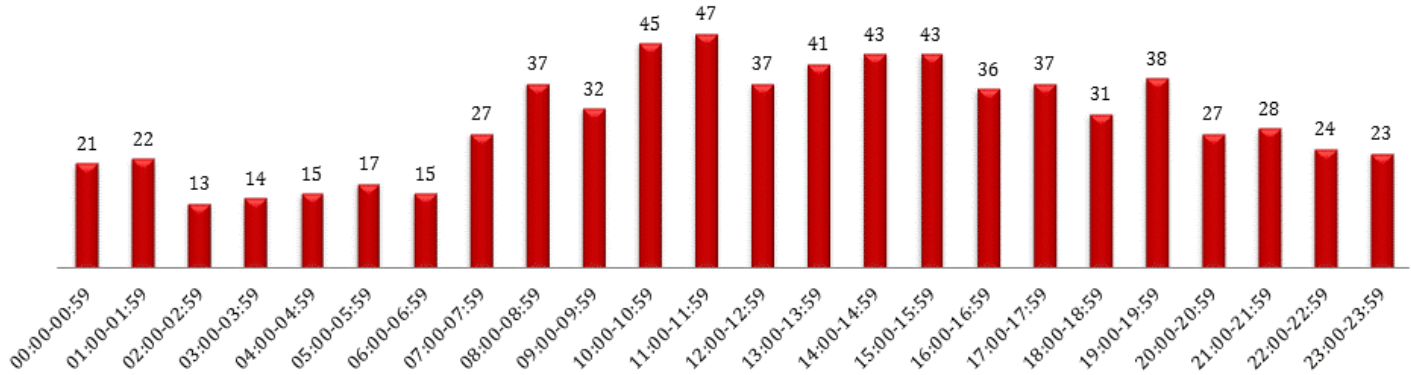
Monthly Performance Report March 2019



COMMUNICATION CENTER REPORT

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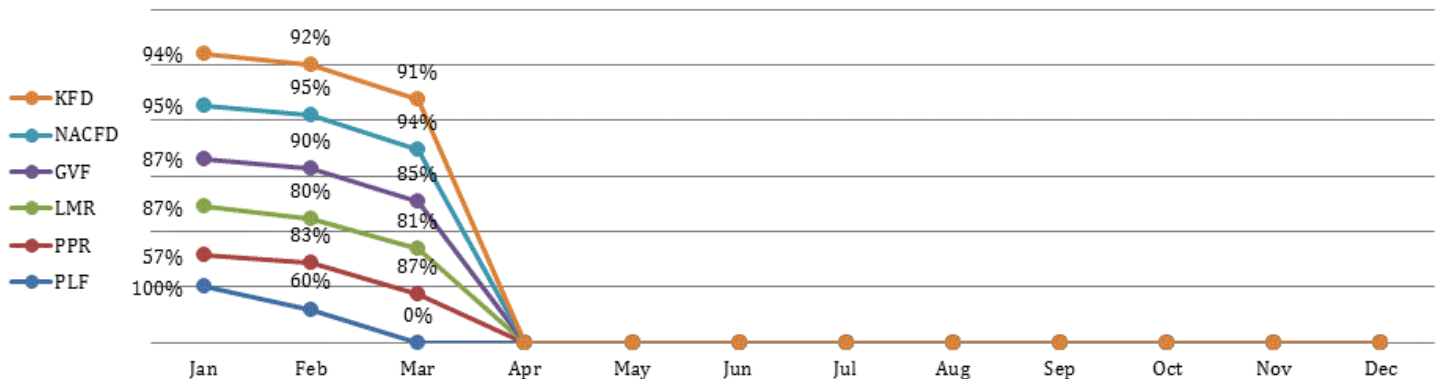
Total Incidents by Alarm Hour



COMMUNICATIONS CENTER STANDARDS PERFORMANCE

STANDARD	Incidents	Benchmark	Reliability	Baseline	Compliance %
9-1-1 Call Answering	2346	0:10	95%	0:10	94%
AGENCY	INCIDENTS	BENCHMARK		DISPATCH TIME	
Kingman Fire	692	1:30	90%	1:26	91%
Northern AZ Consolidated Fire	325	1:30	90%	1:19	94%
Golden Valley Fire	151	1:30	90%	1:43	85%
Lake Mohave Ranchos	61	1:30	90%	2:04	81%
Pinion Pine Fire	16	1:30	90%	3:08	87%
Pine Lake Fire	1	1:30	90%	6:50	0%
TOTAL	1246	1:30	90%	1:29	91%

Benchmark Compliance Trend by Agency - 2019



TELEPHONY BREAKDOWN

Call Type	Mar 2019	2019 YTD	2018 YTD	% YTD Change
Emergency	2346	6551	No data	n/a
Non-Emergency	8267	24702	No data	n/a
TOTAL	10613	31253	No data	n/a



Kingman FIRE DEPARTMENT

Monthly Performance Report March 2019

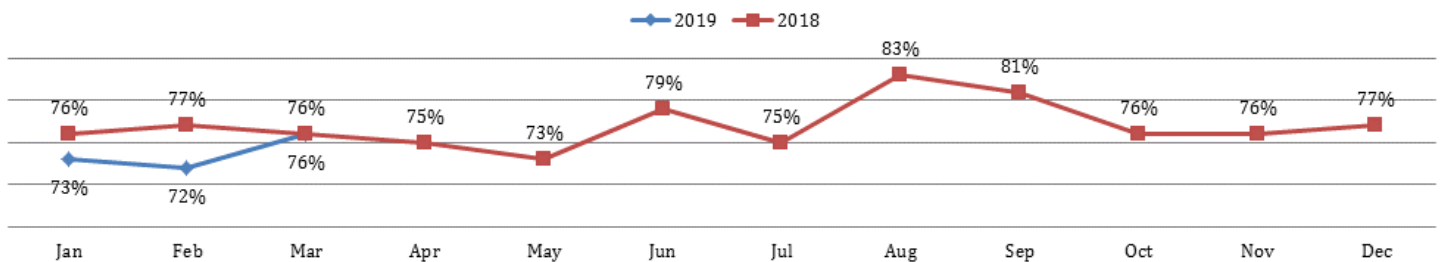


COMMUNICATION CENTER REPORT

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Performance by Time Block	All Incidents	Dispatch		Turnout		Travel		Total Response	
		90th%	Comp%	90th%	Comp%	90th%	Comp%	90th%	Comp%
BENCHMARKS		1:30	90%	1:00	90%	4:00	90%	8:00	90%
0000-0500	102	1:16	96%	1:21	63%	7:30	39%	9:58	72%
0600-1100	203	1:23	92%	1:04	87%	7:35	41%	9:56	74%
1200-1700	237	1:26	91%	0:52	94%	7:19	48%	9:08	80%
1800-2300	171	1:17	95%	0:58	92%	6:52	37%	9:34	75%
Total	713	1:26	91%	1:04	87%	7:36	42%	9:42	76%

Total Response Time Compliance % - ALL CALLS



9-1-1 COMMUNICATIONS CENTER PERFORMANCE BY SHIFT

Shift	Incidents	%	Dispatch Time	Compliance %
Shift 1—Days	299	24%	0:35	89%
Shift 2—Nights	240	19%	0:36	94%
Shift 3—Days	285	23%	0:35	86%
Shift 4—Nights	265	21%	0:37	93%
Wed 1-3	81	7%	0:31	93%
Wed 2-4	76	6%	0:37	92%
TOTAL	1246	100%	0:35	91%

9-1-1 Communications Center Shift Compliance % 2019 YTD





Kingman FIRE DEPARTMENT

Monthly Performance Report March 2019

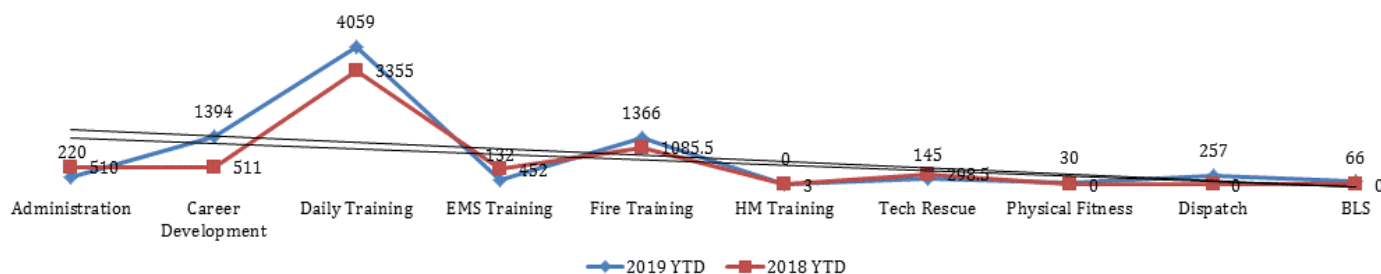


TRAINING REPORT

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Training Hours					
Training Type	Hours	% for Month	2019 YTD	2018 YTD	Variance %
Administration	110	3.8%	220	510	↓57%
Career Development	465	15.9%	1394	511	↑63%
Daily Training	1485	50.8%	4059	3355	↑17%
EMS Training	61	2.1%	132	452	↓71%
Fire Training	548	18.7%	1366	1085.5	↑21%
HM Training	-	-	-	3	↓100%
Tech Rescue	120	4.1%	145	298.5	↓51%
Physical Fitness	30	1.0%	30	-	↑100%
9-1-1 Communications	53	1.8%	257	-	↑100%
Building & Life Safety	55	1.9%	66	-	↑100%
Total	2926	100%	7669	6214	↑19%

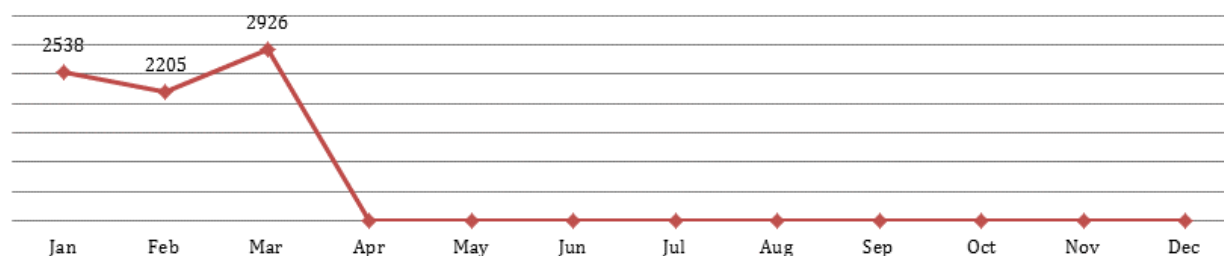
March 2019 vs. 2018 Total Training Hours
Fire Only



For the month of March 2019, the Kingman Fire Department engaged in a variety of training topics pertaining to Fire/EMS training, chief officer development and firefighter/dispatcher mental health services. All firefighter personnel across three shifts participated in fire core exercises pertaining to Truck Company Operations. The Truck Company operations course encompassed hands-on training to address basic and advanced skills needed for fire personnel operating on a Truck company with KFD. The various topics that were covered; ground ladders, aerial and master stream operations, vertical ventilation (roof prop), and vehicle extrication using hydraulic tools, saws, hand tools, and safety considerations for all evolutions.

Five members ranging from Chief Officers and Fire Officers attended the Center for Public Safety Excellence Conference in Garden Grove, CA. We also hosted peer team visits for firefighter and dispatch personnel. A mental health firm from the Phoenix AZ area specializes on the mental health of first responders and dispatchers came out to observe our personnel. The training division continues to implement our new online learning platform- Target Solutions.

Total Training Hours by Month



March 2019		Year to Date 2019	
Total Monthly Training Hours	2926	YTD Training Hours	7669
Average Monthly Hours per person (86)	33	Average YTD Hours per person (86)	87



Kingman FIRE DEPARTMENT

Monthly Performance Report March 2019



BUILDING & LIFE SAFETY REPORT

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Top Violations

Violations	Fire Code	Violation

No Data Available

Completed Monthly Fire Code Inspections

Fire Prevention	Completed	YTD
Re-Inspection	36	55
Annual Scheduled Inspection	122	323
Remaining Inspections	-	7
Total Inspections	158	385

Monthly Fire Code Violations

Fire Prevention	Violations	YTD
Re-Inspection	32	67
Annual Scheduled Inspection	79	211
Violations not corrected	32	37
Total Violations	143	315

Community Risk Reduction Activities

Activity	Mar 2019	# of Attendees	2019 YTD	2018 YTD
Smoke Alarm Maintenance/Calls	5	5	17	-
Smoke Alarm New Install (each alarm)	2	-	20	-
Child Safety Seat Checks	6	4	15	-
Child Safety Seats - Issued NEW	8	8	19	-
Public Education Classes	14	363	42	2
Public Education Outreach	8	595	21	1
Explorer Program Training	1	-	1	-
Knox Box	7	7	13	-
Citizens Fire Academy Training	-	-	-	-
CERT Training	-	-	-	-
Station Tours	-	-	4	2
Total	51	982	864	5

Community Risk reduction was able to provide 14 Education classes this month reaching approximately 363 students at our elementary schools. This month's topic was more of a science lesson. We incorporated our fire safety message into learning about what smoke is and how it is created. Car seats evaluations and issuing seats to families in need was busy this month. We conducted 6 evaluations and issued 8 seats. We were able to provide 7 Knox Box installs. Knox Boxes provide people with a sound mind that if we have to respond we will be able to gain access to them without having to cause damage. We assisted 5 residents with smoke alarm issues and installed 2 new alarms.



Kingman FIRE DEPARTMENT

Monthly Performance Report March 2019



BUILDING & LIFE SAFETY REPORT

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Building Review Activities

Review Types	Mar 2019	2019 YTD
Commercial Plans	-	-
Other Commercial Plans	13	35
Residential Plans	21	73
Other Residential Plans	19	55
Sign Review	2	7
Special Event Permit Review	9	23
Other Reviews	1	4
Building Safety Inspections	487	1250
Business Licensing Bldg. Inspections	37	102
Total	589	1549

New Residential Permits Issued w/Valuation by Month

Month	2019 Permits	2019 Value	2018 Permits	2018 Value
January	12	\$2,098,437.12	25	\$4,150,990.26
February	24	\$3,612,915.62	31	\$4,632,639.58
March	29	5319756.97	19	\$3,265,851.47
April			31	\$5,154,348.09
May			35	\$5,931,017.54
June			29	\$4,754,471.61
July			23	\$3,812,373.62
August			15	\$2,613,249.29
September			25	\$3,986,705.39
October			12	\$2,146,465.83
November			16	\$2,350,177.23
December			16	\$3,036,520.84
Total	36	\$5,711,352.4	277	\$45,834,810.75

Commercial—New/Under Review Permits

⇒ Staybridge Suites 3443 Hotel Way

Commercial Permits Issued

Under Construction

⇒ One Hour Air Conditioning, 2604 Hualapai Mountain Road

⇒ Kokopelli TI Surgical Center, 2501 Stockton Hill Road, Suite 109

⇒ Canada Mart, 210 W. Andy Devine Avenue

⇒ Gas N Grub Hay Barn, 4549 N. Stockton Hill Road

⇒ Dairy Queen, 3152 Stockton Hill Road

⇒ Desert King International, 550 Topeka Street

Commercial Permits Ready to Issue

⇒ Black Bear Diner 946 Beale Street

⇒ Mohave County Courthouse 401 Spring Street

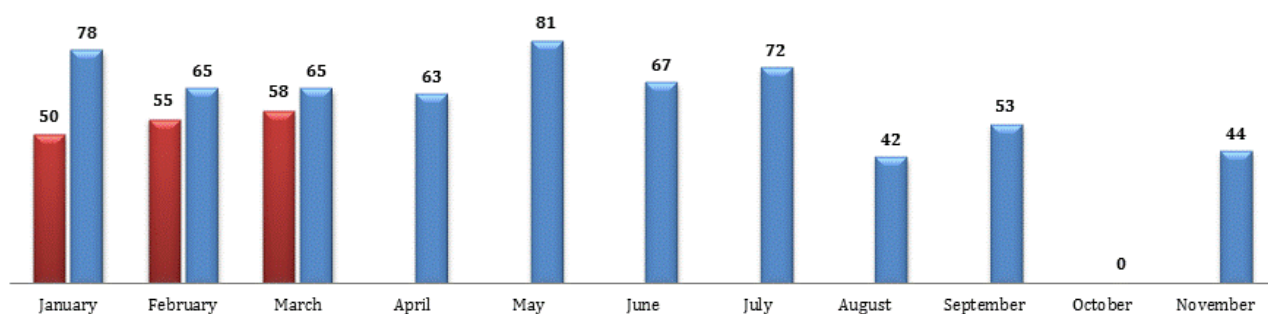
⇒ Tuff Shed, Inc., 4325 Stockton Hill Road

Commercial Permits Close-Out

⇒ Starbucks, 3765 Stockton Hill Road

Commercial & Residential Permits Issued YTD

■ 2019 Total Permits ■ 2018 Total Permits





Kingman FIRE DEPARTMENT Monthly Performance Report March 2019

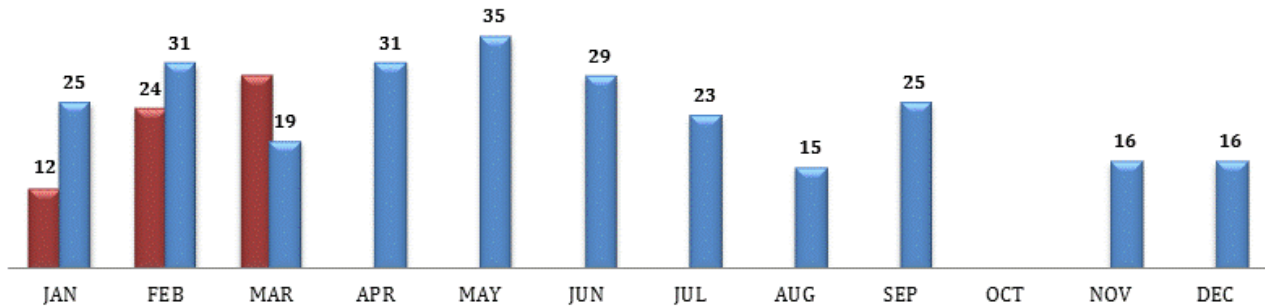


BUILDING & LIFE SAFETY REPORT

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New Residential Permits Issued

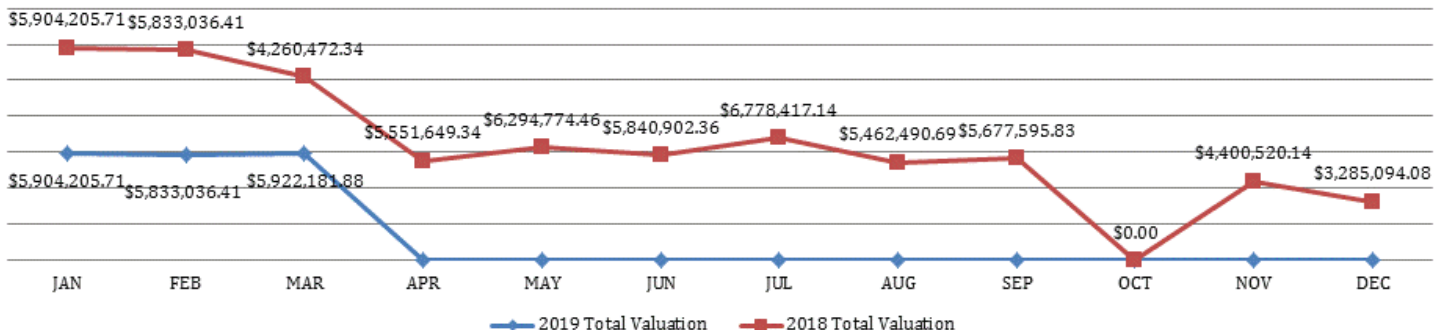
■ 2019 Res Permits ■ 2018 Res Permits



New Commercial Permits Issued w/Valuation by Month

Month	2019 Permits	2019 Value	2018 Permits	2018 Value
January	2	\$785,939.70	1	\$713,552.00
February	-	-	1	\$508,128.64
March	-	-	-	-
April	-	-	-	-
May	-	-	2	\$222,108.54
June	-	-	1	\$45,337.05
July	-	-	2	\$1,619,062.14
August	-	-	1	\$2,628,360.00
September	-	-	-	-
October	-	-	-	-
November	-	-	-	-
December	-	-	-	-
Total	2	\$785,939.70	8	\$5,736,548.37

Total Value of Commercial & Residential Permits Issued





Kingman FIRE DEPARTMENT

Monthly Performance Report March 2019



BUILDING & LIFE SAFETY REPORT

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Total Permits Issued w/Valuation by Month

Month	2019 Permits	2019 Value	2018 Permits	2018 Value
January	50	\$3,953,319.99	78	\$5,904,205.71
February	55	\$4,579,723.44	65	\$5,833,036.41
March	58	\$5,922,181.88	65	\$4,260,472.34
April			63	\$5,551,649.34
May			81	\$6,294,774.46
June			67	\$5,840,902.36
July			72	\$6,778,417.14
August			42	\$5,462,490.69
September			53	\$5,677,595.83
October			49	\$2,593,290.74
November			44	\$4,400,520.14
December			50	\$3,285,094.08
Total	163	\$12,589,458.11	729	\$61,882,449.24

Permit Fees	Mar 2019	Mar 2018	Permits FINALED	Mar 2019	Mar 2018
Collected	\$151,319.18	\$104,342.87	Total #	42	85
Waived	\$4,492.97	-	Total Value	\$4,070,081.27	\$5,291,084.19

The Values of the Kingman Fire Department

- * **Safety:** Members of the City of Kingman Fire Department believe our health and safety are essential for us to fulfill our Mission. We are committed to providing the most effective health and safety programs for our members' well-being and operational readiness.
- * **Community:** Members of the City of Kingman Fire Department are committed to fulfilling our responsibility and deepening our involvement in the community we serve. Our responsibility is to protect life, property and the environment. No request or inquiry will go unanswered.
- * **Professionalism:** Members of the City of Kingman Fire Department highly value being professionals at all times. As professionals, we are committed to providing the highest level of operational readiness through preparation, education and continual self-improvement.
- * **Empowerment:** Members of the City of Kingman Fire Department value staff involvement in decision making and delegate authority to the most appropriate level. We believe that a united team can achieve far more than an individual effort. We hold ourselves to the highest standards and are accountable for our actions.
- * **Efficiency/Effectiveness:** Members of the City of Kingman Fire Department understand the importance of organizational sustainability. Therefore, we value fiscal prudence and strive to be effective and efficient in the execution of our duties.
- * **Integrity/Honesty:** Members of the City of Kingman Fire Department are honest, fair, and compassionate when dealing with members of our community and with each other. We are honorable to our profession and we inspire each other to maintain trustworthiness, openness, and sincerity.
- * **Courage:** Members of the Kingman Fire Department will demonstrate the mental and moral strength to persevere in times of difficulty with conviction and strength.



Kingman FIRE DEPARTMENT

Monthly Performance Report March 2019



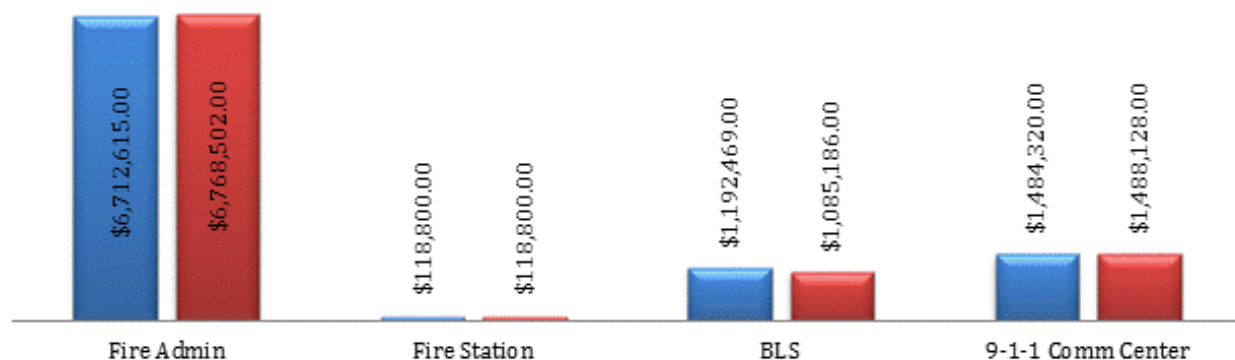
FIRE ADMINISTRATION STRATEGIC HIGHLIGHTS

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KINGMAN FIRE DEPARTMENT ADMINISTRATION PROVIDES LEADERSHIP, STRATEGIC MANAGEMENT, FISCAL ADMINISTRATION, LONG-RANGE PLANNING, INTER-DEPARTMENTAL COORDINATION, BUDGET DEVELOPMENT, GRANT MANAGEMENT, PAYROLL, AND ADMINISTRATIVE SUPPORT TO ALL DIVISIONS.

FY 2019 Approved Budget vs. Current Revised Budget

■ FY 2019 Approved Budget ■ FY 2019 Revised Budget - March



Grants—February 2019

- The month of March continued preparation and planning withing the budget process to identify grants in the upcoming fiscal year. In addition, the department received another Walmart grant in the amount of \$2,500.00.

Promotional Information

- The department completed the promotional process for the position of BC-Emergency Medical Services. Rink Gordon was successful in the process and will assume the role on March 19. This will trigger promotional examinations for Captain, Engineer, and Firefighter. There are two spots for firefighter with the departure of Daniel Crowe who accepted a position with the Dept. of Defense. The 911 Communications Center experienced a resignation from a telecommunicator who is looking for a career change but did re-hire two telecommunicators as well as promoted antoher to the position of communications supervisor. The number of vacancies in the Center is five, one-third of the workforce. Hiring processes are underway to correct; however, turnover & military leave is putting a strain on service levels and personnel.

- KFD implemented revised standard operating procedures and is actively reviewing its promotional policies as well as it procedures for Part Time Firefighter training and staffing requirements.
- KFD continues to work on providing information to city council regarding the requested Management Agreement for NACFD

The monthly performance report ensures the department is meeting the established mission: *“To provide the highest level of emergency response and effective prevention to preserve the life, property, and well-being of our community”*. This report represents the commitment that the department has made to data analysis and data-based-decision-making in its philosophy of continuous improvement. Please contact me if you would like additional information or if you have any questions regarding the information provided with the Monthly Performance Report.

Jake Rhoades, KFD Fire Chief

2019

**MARCH PERFORMANCE REPORT
CITY OF KINGMAN—FIRE DEPARTMENT**

To request further information, contact:
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Kingman (AZ) Fire Department
412 East Oak Street, Kingman, AZ. 86401
(928) 753-2891
<http://www.kingmanfire.com>

